DEPARTMENT OF ADMINISTRATIVE SERVICES

Milwaukee County

Rob Henken, Director

August 23, 2007

FINAL

Answers to the questions received before the Pre-Proposal meeting and additional questions (paraphrased) asked by participants attending the Pre-Proposal meeting on August 16, 2007:

Section Specific Questions

1.   **Page 7 / 3.2 Evaluation Criteria / Question #6:** Please clarify the "outcomes driven data collection and information management" indicated as part of your evaluation criteria?

Kindly see section G on page 21 of the RFP, "OUTCOMES AND DATA MANAGEMENT CAPABILITIES" for further clarification

2.   **Page 19 / C. Member Communications / Question #6:** Please define *"regular basis"*?

The County requests vendors' suggestions as to what they think will be most effective.

3.   **Page 23 / I. Contract / Question #4:** *"Please provide pricing for the services below…"* Please clarify "services below"?

Kindly see the attached Pricing Grid.

General Questions

4.   Who are Milwaukee County's current vendors for those services requested in the RFP? Also, who provides PBM services?

While WPS offers a voluntary wellness and disease management program it is significantly more limited in scope than what is intended in this request for proposal, as such there is no current vendor.

WPS has contracted with MEDCO to administer the County's RX.

5.   How long have these vendors provided services for Milwaukee County?

NA (please see answer to question #5 above)

6.   Is your current Account Executive based in Milwaukee County?

NA (please see answer to question #5 above)

7.   What percentage of Milwaukee County's employee population is currently engaged (participating) in the program?

NA (please see answer to question #5 above)

8.   Are incentives currently part of your program? If so, what are your current incentives?

NA (please see answer to question #5 above)

9.   Are face-to-face services currently provided for those members engaged in the program?

NA (please see answer to question #5 above)

10.   What type of web-based services is currently provided?

NA (please see answer to question #5 above)

11.   As compared to the current program, what program improvements/modifications is Milwaukee County seeking for the future?

NA (please see answer to question #5 above)

12.   In calculating fees, should proposing vendors use 4,441 employees and 2,035 retirees? What dependency factor should we use?

Please see attached Census/Demographic information

13.   How does Milwaukee County communicate with its employees currently? Please include the primary mode and frequency.

Primarily during open enrollment and intermittently through out the year. The County is interested in vendor suggestions as to what would be optimal/adviseable.

14.   How many health fairs did Milwaukee County have in 2006 and at how many sites? How many health fairs are scheduled for 2007 and at how many sites? How many health fairs are anticipated for 2008 and at how many sites?

The County does not presently have a predetermined plan for number and focus of future health fairs and is interested in vendor suggestions as to what would be optimal/advisable.

15.   What on-site program services are currently provided?

NA (please see answer to question #5 above)

16.   What disease states/conditions is Milwaukee County interested in having the disease management vendor manage? Can you please provide prevalence rates for the disease states/conditions?

Please see attached diagnostic, claims, and demographic information.

17.   What percentage of fees are at risk currently? What are prior years' results?   What are your current performance guarantees?

NA (please see answer to question #5 above)

18.   If WPS is chosen to perform the Wellness Care program outlined in the RFP, does the County anticipate amending its current agreement with WPS to accommodate the program?

The County intends to offer a stand alone contract specific to this program to the successful vendor, even if that vendor is WPS.

19.   Please define "lifestyle management" as used in the RFP. Are there specific features the County wants included in "lifestyle management?"

Lifestyle Management is meant to refer to "Wellness" programs as opposed to "disease management"; those programs which affect the portion of the population who have not yet been diagnosed with having a disease state.

The County is interested to hearing vendor suggestions as what those features should be.

20.   Is the Program available to all employees, or just DC48?

All current employees, retirees who are not yet eligible for Medicare and their dependents who are enrolled in the county health plan will be automatically enrolled in the Wellness Plan unless they elect to opt out.

21.   What percentages of Milwaukee County employees are represented by one of the unions?

Approximately 84% of the employees are represented by Unions. Kindly see the attached "Union-Nonunion Participation" for additional census information.

22.   Is there a separate plan for union and non-union employees?

There will be one plan administered to all County employees across the board.

23.   Where are the participants located, local or nationwide?

Although the majority of participants are local, there may be participants in various locations nationwide.

24.   Is the program for all employees or only those in county health plan?

All current employees, retirees who are not yet eligible for Medicare and their dependents who are enrolled in the county health plan will be automatically enrolled in the Wellness Plan unless they elect to opt out.

25.   Are children over 18 covered?

Children over 18 will be eligible and covered if they are in the county health plan

26.   Are all dependents covered, or just those eligible for county health plan?

The Wellness Plan will cover just those dependents covered by the county health plan

27.   When is open enrollment (OE), and for how long?

Preliminary answer was November 1, 2007, and for 30 days thereafter.

28.   When will program services start, upon open enrollment, or on Jan. 1, 2008? If upon open enrollment, how will it work with the contract starting on, or after, Jan. 1, 2008?

The program is slated to begin on 1/1/2008, however it would be ideal if during OE health risk assessments and on-site blood draws could be administered.

29.   For the on-site monitoring/ biometrics testing, does the County have preferences to finger prick or blood draw?

There is no preference in the means that is used to obtain blood samples for testing, however cost limitations will more than likely preclude extensive testing..

30.   Are there any incentives proposed by the County to participate in the HRA, or Biometrics Testing?

The County is presently considering two alternatives for incentives to participate in completion of the HRA and biometric testing. The first is a $100 dollar incentive, and the other is a $250 incentive.

31.   Will proposed incentives be offered to all employees, or just DC48, or only employees enrolled in one of the County health plans?

If proposed incentives are adopted, they will be offered to all employees and "early" retirees who are enrolled in one of the County health plans and their spouses.

32.   If incentives are offered, who is eligible to receive an incentive? Only employees, or also spouses, or dependents?

If incentives are offered, they will be available to employees and spouses only, and not children or other dependents.

33.   What is the number and percentage of employees with access to computers at work?

Approximately 3,500 out of 4,908 full-time employee, or about 71% of full-time, non-seasonal employees have computers at work. However, the number with Internet access is harder to determine but is probably under 70%. Some supervisors do block Internet access.

34.   What is the number and percentage of employees with access to Internet at work?

The number of employees with Internet access at work is hard to determine, but would be under 70%, because some supervisors do block Internet access.

35.   What is the number of employees and early retirees with access to computers at home?

This information is not available.

36.   What is the approximate breakdown of participants by gender and ethnic background?

Based on total County workforce statistics (fulltime, part-time and seasonal) for 2006, the following approximations for employee participants may be assumed.

Ethnicity	*Male*	*Female*
White	*33.29%*	*29.25%*
Black	*10.46%*	*20.13%*
Hispanic	*2.59%*	*2.15%*
Asian	*0.70%*	*0.64%*
American Indian	*0.35%*	*0.43%*
Total	*47.40%*	*52.60%*

37.   What is the approximate breakdown of participants with Limited English Proficiency, and what are the major language groups:

The ability to speak English is a condition of employment with the County, although employees are proficient in other languages as well. No data is available for spouses, dependents, or retirees participating in the program.

38.   Should proposals have one set of costs assumptions for HRAs completed on paper, and another cost assumption for web-based completion of HRAs?

Cost assumptions for data collection from HRAs should be based on the proposed media and methodology used to obtain, input and quantify the data.

39.   Will successful proposer be allowed to have a link (or page) in the benefits section of the County's on-line Human Resource Enrollment System?

To be determined.

40.   Will Ceridian be one of the proposers?

Ceridian was one of the vendors invited to submit a proposal.

41.   Will the county enable successful proposer to have electronic interface with county's TPA in order to access TPA data?

The County will do everything in its power to provide such information. Although it has not been determined how this data sharing would interface with the TPA's data system, it is presumed that an ongoing regular data feed/exchange would be implemented.

42.   Does county have EAP or Behavioral Health Programs? If yes, who is the vendor?

MHN/HMC

43.   Can alternative strategies for incentives linked to a range of ROI options based on saving in health care costs (health plan premiums) be submitted?

Proposers are encouraged to be creative in outlining alternate strategies to encourage participation in the HRA and other program services.

44.   How many locations will there be for open enrollment?

The last open enrollment was held at roughly six locations; that number could increase or decrease for the next open enrollment.

45.   Will computers (kiosks) be available for enrollees to complete HRA?

Kiosks (computers terminals) will be available during open enrollment and may continue to be made available to employees at some sites beyond open enrollment.

46.   Will computers (kiosks) be available beyond open enrollment to complete HRA?
If yes, how many computers and sites?

Computers may continue to be made available to employees at some sites beyond open enrollment.

47.   The RFP calls for proposal to be submitted electronically; when are paper copies due:

Hard copies may be sent and received within a reasonable time of receipt of the electronic version (5 business days will be considered timely).

48.   Can the County provide a list of interested parties who submitted a *Notice of Intent to Respond* or who were informed of this RFP, including DBEs, by receiving an Interested Parties letter from the County?

The County will make available any list of respondents or parties to whom notices were sent upon receipt of a written open records request to the attention of:

Dennis Buesing, Contract Administrator
1220 W. Vliet Street, Suite 109
Milwaukee, WI 53205.
Or requests may be emailed to Dennis Buesing at: dbuesing@milwcnty.com

49.   What parties will participate on the Proposal Review Panel?

The Proposal Review Panel will consist of no less than two representatives of Milwaukee AFSCME District Council 48, and two members representing Milwaukee County Administration.